

THREE STEPS TO FLAWLESS DECISION-MAKING

This tool provides a simple, straightforward checklist for effective decision-making. Leaders can use this tool to clarify decision-making roles and responsibilities – and to train people in making better decisions. It includes brief definitions of the five types of decisions (our “Five Types of Decisions” tool contains detailed explanations of each type).

1. Spell it out:

- Define what type of decision it is
- Clarify roles & responsibilities.
- Clarify expectations (use examples)
- Define process & timetable

2. Follow through:

- Do what you said
- Provide progress reports
- Remind people about the process

3. Communicate:

- Tell people the results
- Gather feedback on the process

Five Types of Decisions

1. Autocratic: I decide myself.

2. Consultative: I decide after consulting with a defined group of people.

3. Consensus: We make it together. (Everyone has an equal say, and the vast majority of us must agree.)

4. Delegated: I delegate it to you. (I may want you to consult with me, but the decision is ultimately yours.)

5. Democratic: We decide on the basis of a vote, using “majority rules” or some other voting standard.